

STATE OF CALIFORNIA  
POSITION DUTY STATEMENT

DEPARTMENT OF PARKS AND RECREATION

EMPLOYEE NAME	DISTRICT/SECTOR San Andreas District- Hollister Hills Sector			
CLASSIFICATION Park Aide (Seasonal)	WORKING TITLE Visitor Service Park Aide			
POSITION NUMBER	CBID	EFFECTIVE DATE	Bilingual <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Confidential <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
WORKING DAYS AND WORKING HOURS	SPECIFIC LOCATION ASSIGNED TO Hollister Hills State Vehicular Recreation Area			

**POSITION DESCRIPTION:**

The visitor service Park Aide is supervised by the Supervising State Park Peace Officer but takes daily direction from the State Park Peace Officer (Ranger) assigned as the Park Aide's Leadsperson. In the event that the Lead Ranger is not working, the Park Aide will report to a Ranger on duty. The reporting location is Hollister Hills Sector Office located at 7800 Cienega Road, Hollister, CA 95023. All successful applicants must be at least 18 years of age, criminal history check and DMV check before hiring. The Park Aide is expected to work on weekends, holidays and evenings if necessary. Assigned days off are normally on weekdays and may vary from month to month. The Park Aide will perform the duties dressed in full State Park uniform.

**ESSENTIAL JOB FUNCTIONS STATEMENT**

% of time performing essential functions	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. (Use additional sheet if necessary)
25%	<p><b><u>CUSTOMER SERVICE</u></b></p> <p>This position's main responsibility is to operate the entrance station. Provide information in an expedient, professional and competent manner about recreational opportunities, calendar of events, park conditions, closures, and general area information. Be familiar with off-road recreation providers and the Off-Highway Vehicle (OHV) program. Make sure that visitors understand the trails and are aware of rules and regulations pertaining to OHV. Provide information regarding the Red Sticker season as well as the Nonresident program. Greet visitors, collect use-fees, assist with recoveries, and aide in medicals solely under the direction of a Ranger. Sound testing of off-highway vehicles.</p>
25%	<p><b><u>KIOSK OPERATIONS</u></b></p> <p>The Park Aide is responsible for selling tickets, annual passes, and maps and collects fees, following proper accounting and department procedures. The Park Aide will prepare daily collection reports (DPR form 156), visitor attendance statistics, and bank deposits. Responsible for the accurate operations of the cash register, credit card machine, and accountability of collections. The Park Aide will be responsible to monitor levels of day use</p>

	<p>tickets, annual passes, maps, and miscellaneous supplies in stock. Completion of all required documents will be done in an accurate and legible manner.</p>
20%	<p><b><u>EQUIPMENT/SPECIAL PROJECTS</u></b></p> <p>Maintain and clean all vehicles on a weekly basis, including, but not limited to trucks, ranger vehicles, ATVs, bikes, ROVs, 6x6, trailers, etc. Assist with bike/ATV recoveries, when necessary. Receive training on operating park vehicles, bikes, ROV, 6x6, ATV, trailer and rescue trailer. Receive sound test training. Assist other disciplines with duties, when necessary.</p>
15%	<p><b><u>ADMINISTRATION</u></b></p> <p>Ensure that all records pertaining to revenue collection and accountable documents are maintained in a timely manner and in accordance with the district's policy. Mail and fax information when requested. Provide all telephone and receptionist duties in support of the Sector office.</p>
10%	<p><b><u>HOUSEKEEPING</u></b></p> <p>Ensure that the appearance of the kiosk and Sector office reflects a professional and organized operation. Buildings and vehicles shall be maintained in a clean manner. Assist other disciplines with duties, when necessary.</p>
5%	<p><b><u>EDUCATION/INTERPRETATION</u></b></p> <p>Help staff with various interpretive programs and events. Assist in the staffing of information booths locally and various other community events. Assist with community outreach events and interpretive programs, such as Cal Pal.</p>
<p><b><u>PERFORMANCE EXPECTATIONS: (i.e., maintain a professional and courteous conduct, complete assigned projects accurately and thoroughly; cooperate with management and peers, etc.)</u></b></p> <p>Exhibit professional working manner and ability to deal tactfully and effectively with co-workers &amp; Park visitors  Display good judgment, loyalty, poise, tact and discretion  Establish and maintain cooperative working relationships  Work as a team when necessary to complete the duties of the job in a cohesive and professional manner  Good attendance record, reliable, punctual, dependable</p>	

Willingness to work on Saturdays, Sundays, and holidays and at odd or irregular hours  
Willingness to conform to departmental uniform requirements

**Working Environment, Physical or Cognitive Abilities:**

**Work Environment:**

Work outdoors in various types of weather; work in unpleasant conditions (e.g., Rainy/hot weather)

Works near fast moving machinery, off highway vehicles, or traffic

**Physical Abilities:**

Ability to walk across uneven terrain in both uphill and downhill conditions to perform the duties associated with the job

Stand for long periods of time (up to 2 hours) to perform the duties associated with the job

**Cognitive Abilities:**

Follow directions

Perform basic mathematical computations associated with assigned duties

Make sound decisions given available information and situational parameters

**MINIMUM QUALIFICATIONS**

Possession of a valid driver license of the appropriate class and a safe driving record as documented by the Department of Motor Vehicles.

**SUPERVISOR'S STATEMENT: *I have discussed the duties of the position with the employee***

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

**EMPLOYEE'S STATEMENT: *I have discussed with my supervisor the duties of the position and have received a copy of the duty statement.***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to provide coverage for staffing needs, to equalize peak work periods or otherwise balance the workload.

**I HAVE READ AND UNDERSTAND THE DUTIES AS DESCRIBED ABOVE.**

**Can you perform the essential functions of the position with or without reasonable**

**accommodation? (If reasonable accommodation is**

☐ **YES**

☐ **NO**

**necessary, please complete a Reasonable**

**Accommodation Request form from the Risk Management Unit.**

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE